

IDENTITY VERIFICATION METHODS FOR ONLINE GAMBLING

2021

	Designated database?	Name	Additional provisions?	Other listed databases?	Payment systems ¹	Other Methods
Austria	✓	Central Residence Register via CRIF	n/a	Not listed	✗	Copy of Identify documents
Belgium	✓	The National Registry of Natural Persons	Checks against the Excluded Persons Information System (EPIS)	Not listed	n/a	n/a
Bulgaria	✓	NRA	Identity documents must be checked	✗	✗	Copy of identity documents (c)
Croatia	✓	Database maintained by the Tax Administration	Operators must comply with technical standards to connect directly to the Ministry of Finance electronic services	Not listed	✓	Face to face verification, video identification due to AMLFT (c)
Cyprus	✗	n/a	n/a	Not listed	n/a	Copy of identity documents
Czechia	✓	Ministry of Interior Affairs database	Ownership of the bank account or payment card must be verified independently	✗	✓	Face to face verification
Denmark	✓	CPR – Register NEM-ID Register	n/a	PEP Statstidende	✓	Copy of identity documents, contact via customer's phone number, customer's signature on a contract
Estonia	✗	n/a	n/a	Estonian Population Register	✓	Copies of identity documents, Mobile ID, Trustly
Finland	✓	The Finnish Population Information System	Verification via Personal Identity Code	✗	✗	n/a
France	✗	n/a	n/a	Not listed	n/a	Copies of identity documents
Germany	✗	n/a	n/a	✗	n/a	Method chosen by operators subject to minimum standards
Greece	✓	Tax database	Checks against registers of individuals subjected to restrictive measures	✗	✓	Copies of identity documents, contact via customer's phone number, sms or registered letter, face to face verifications
Hungary	✗	n/a	Checks against the Player Protection Register for self-excluded customers	Personal data and address records; central travel document registers; traffic records	n/a	Certified copies of identity documents or other official documents or letters
Ireland	✗	n/a	n/a	Not listed		Chosen by operators subject to minimum standards
Italy	✓	Fiscal code database	n/a	✗	n/a	Copies of identity documents
Latvia	✗	n/a	n/a	Population Register of the Office of Citizenship and Migration	✓	Copies of identity documents, eIDAS – secure electronic signature, video identification
Lithuania	✗	n/a	n/a	Financial databases, Register of Residents	✓	Live call, direct transfer of a picture (e.g., IDenfy, Jumio), e-IDAS, face to face verifications. Before verification through financial institution is permitted, payment order must be made from the relevant account.
Luxembourg	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown
Malta	✗	n/a	n/a	Commercial databases, E-ID	✓	Copies of identity documents, copies of other official letters or utility bills, contact via registered mail
Netherlands	✗	n/a	Checks against the register of self-excluded persons	Commercial databases		Chosen by operators subject to minimum standards
Poland	✗	n/a	n/a	Not listed	✓	Chosen by operators subject to minimum standards
Portugal	✓	Public Entity Database (Gambling Regulatory Authority)	Checks against the register of self-excluded persons	Not listed		Copies of identity documents, digital mobile key
Romania	✗	n/a	n/a	Refinitive	n/a	Copies of identity documents, copies of utilities' bill or bank account statements
Slovakia	✓	Database of the Ministry of Interior of the Slovak Republic	Checks against the register of excluded persons (self-excluded and statutorily excluded)	Not listed	✗	Copies of two identity documents (c)
Slovenia	✓	Tax database (Financial administration)	Checks against self-exclusion register	Not listed	✗	Face to face verification, copies of identity documents and the tax number
Spain	✓	National Database 'Documento Nacional de Identidad'	Documentary verification is required in addition to reference to database. Checks against the General Register of Gambling Access Ban	✗	✗	Copies of identity documents (c)
Sweden	✗	n/a	n/a	Stattens Person adress register ²	✓	Electronic ID or equivalent

¹ Identification through either payment cards or electronic payment systems.

² Data updated daily from the Swedish Population Register. It includes all persons who are registered as resident in Sweden.

TYPE OF PERSONAL DATA COLLECTED UPON ONLINE GAMBLING ACCOUNT OPENING

2021					
	Full name	Address	DOB /Age	Other Contact ¹	Additional requirements
Austria	✓	✗	✓	✗	Official photo ID that includes signature of the applicant and the issuing authority
Belgium	✓	✓	✓	✗	Either passport number or National Registry Number; profession, place of birth
Bulgaria	✓	✓	✓	✓	Either PIN, PINF, NRA or UIC of CFL numbers ² or other personal identification number as may be determined by national legislation. For non-nationals without the above – unified identification code
Croatia	✓	✓	✓	✓	Player's identification number from their identification document; their preferred username and password and one transaction account for pay-outs
Cyprus	✓	✓	✓	✓	Confirmation that the player has been informed on the terms of the bet and the way it is conducted, including the amount he may be required to pay to the Class B licensees
Czechia	✓	✓	✓	✓	n/a
Denmark	✓	✓	✓	✗	Civil registration number
Estonia	✓	✗	✓	✗	Personal identification code
Finland	✓	✓	✓	✗	Citizenship for the purpose of ensuring compliance with territorial scope of legislation of another state
France	✓	✓	✓	✗	Place of Birth
Germany	✓	✓	✓	✗	Original name in case of marriage, country of origin, bank account details
Greece	✓	✓	✓	✗	ID or passport number
Hungary	✓	✓	✓	✗	Nationality, type and number of identification document, place of birth
Ireland	n/a	n/a	n/a	n/a	n/a
Italy	✓	✓	✓	✓	Fiscal Code and copies of identity documents
Latvia	✓	✗	✓	✗	Personal identification code, the account number used for payments. Operators typically asked for player's address as well but this is not mandated by law
Lithuania	✓	✓	✓	✓	Personal Code/other unique number for foreign residents, photograph, signature, citizenship
Luxembourg	Unknown	Unknown	Unknown	Unknown	Unknown
Malta	✓	✓	✓	✓	Copy of a valid identification document, clear photograph of the player's face. B2C licensees also need to collect details of high-risk players: place of birth, nationality, identity reference number
Netherlands	✓	✓	✓	✓	Place of birth, bank account number, for Dutch residents – social security number
Poland	✓	✓	✓	✓	PESEL number, age, for those who don't have PESEL – date of birth and a scan or photo of an ID card / passport
Portugal	✓	✓	✓	✓	Nationality, occupation, civil identification or passport number, tax number and identifying details of the payment account
Romania	✓	✓	✓	✓	Citizenship / fiscal residency, personal identification code
Slovakia	✓	✓	✓	✗	Academic degree of a natural person, personal identification number, nationality. Each gambler may only have one gambling account set up with one online game operators
Slovenia	✓	✓	✓	✓	Identity documents details (type, number, issuer, expiry date), tax number, municipality of residence or stay, citizenship, tax number and bank account number
Spain	✓	✓	✓	✗	Either Official Identity Number or Foreign de Identidad de Extranjero, for non-residents documentary verifications
Sweden	✓	✓	✓	✗	Personal number (SSN)

¹ Email address and / or telephone number.

² PIN – Personal Identification Number for Bulgarian Citizens, PINF – Personal Identification Number of a foreigner, NRA – official number from the register; UIC of CFL – unique identification code of a foreign natural person.

PERMISSIBILITY OF TEMPORARY ONLINE GAMBLING ACCOUNTS

	2018			2021		
	Permissibility of temporary accounts	Maximum duration	Maximum deposit	Permissibility of temporary accounts	Maximum duration	Maximum deposit
Austria	✓ ?	AML threshold	None	✗	n/a	n/a
Belgium	✓	30 days	None	✗	n/a	n/a
Bulgaria	✓ (partial)	30 days	None	✓ (partial)	30 days	None
Croatia	Unspecified	Unspecified	Unspecified	✗	n/a	n/a
Cyprus	✓	30 days	None	✓	30 days	None
Czechia	✓	30 days	CZK 3,000	✓	30 days	CZK 3,000
Denmark	✓	30 days	DKK 10,000	✓	30 days	DKK 10,000
Estonia	✗	n/a	n/a	✗	n/a	n/a
Finland	✗	n/a	n/a	✗	n/a	n/a
France	✓	One month	None	✓	30 (60) days ¹	None
Germany	✓	Unspecified		✓	72 hours	None
Greece	✓	30 days	None	✓	One month	800 Euros
Hungary	✗	n/a	n/a	✗	n/a	n/a
Ireland	Unspecified	Unspecified	Unspecified	Unspecified	Unspecified	Unspecified
Italy	✓	30 days	None	✓	30 days	None
Latvia	✗	n/a	n/a	✗	n/a	n/a
Lithuania	✗	n/a	n/a	✗	n/a	n/a
Luxembourg	✓	Unspecified	Unspecified	Unknown	Unknown	Unknown
Malta	✓	30 days / AML	n/a	✗	n/a	n/a
Netherlands	n/a	n/a	n/a	✗	n/a	n/a
Poland	✓	Unspecified	Unspecified	✓	Unspecified	Unspecified
Portugal	✗	n/a	n/a	✗	n/a	n/a
Romania	✓	30 days	200 Euros	✓	30 days	200 Euros
Slovakia	✗	n/a	n/a	✗	n/a	n/a
Slovenia	Unspecified	Unspecified	Unspecified	✗	n/a	n/a
Spain	✓ (partial)	30 days	150 Euros	✗	n/a	n/a
Sweden	✗	n/a	n/a	✓	Unspecified	Unspecified
UK	✓	72 hours	n/a	Not included	Not included	Not included

¹ Customers must be verified within the period of 30 days from account opening; however gambling operators have 60 days before the account has to be closed following failure of verification.

LEGAL REQUIREMENT TO INCLUDE 'NO UNDERAGE GAMBLING SIGN' ON ADVERTISING

	2018	2021
	Gambling advertising must include 'no underage gambling' sign	Gambling advertising must include 'no underage gambling' sign
Austria	✗	✗
Belgium	✓	✓
Bulgaria	✓ direct advertising restricted	✓ direct advertising restricted
Croatia	✗	✓
Cyprus	✓	✓
Czechia	✓	✓
Denmark	✓	✓
Estonia	✗	✗
Finland	✗	✗
France	✓	✓
Germany	✗	✓
Greece	✗	✓
Hungary	✓	✓
Ireland	✗	✗
Italy	Since 2018 Italy imposed a general prohibition of gambling advertising	
Latvia	Gambling advertising limited to venues	✓ (substantial other restrictions apply)
Lithuania	✗	✗
Luxembourg	✗	Unknown
Malta	✓	✓
Netherlands	n/a – online gambling prohibited	✓
Poland	✓	✓
Portugal	✗	✗
Romania	✗	✓
Slovakia	✗	✗
Slovenia	✗	✗
Spain	✗	✓
Sweden	✓	✓
UK	✓	Not included

SELF-EXCLUSION AND OTHER SOCIAL RESPONSIBILITY TOOLS

	2018			2021				
	Self-exclusion ¹	Minimum / Maximum duration	Exclusion by third parties	Self-exclusion ²	Minimum / Maximum duration	Deposit / time limits?	Exclusion by third parties	Court order?
Austria	✓ (partial)	Set by player / operator	✓ (operators)	✓	6 months / 1 year / permanent	✓✓ Both	✓	✗
Belgium	✓	Set by the player	✓ (any interested party)	✓	Set by the player	✓ Deposit	✓ (any interested party)	✗ BOC decides
Bulgaria	✗	n/a	n/a	✓ ✗ ³	n/a	✗	Unknown	Unknown
Croatia	✓	Set by player	✗	✓	Set by player	✓✓ Both	Unknown	Unknown
Cyprus	✓	Set by player	✗	✓	Set by player	✓✓ Both	✗	n/a
Czechia	✓ ✗ (indirectly)	Set by player	✓ (operators)	✓ ✗ ⁴	Set by player	✓✓ Both	✓ (operators)	✗
Denmark	✓	Min 30 days / no maximum	✓	✓	Min 30 days / no maximum	✓ Deposit	✓ (only guardians)	✗
Estonia	✓	6 months / 36 months	✗	✓	6 months / 36 months	✓ Deposit	✗	n/a
Finland	✓	Set by the operator	✓ (operators)	✓	Set by the operator (min. 1 year)	✓✓ Both	✗	n/a
France	✓	7 days / Permanent	✓ (only upon court order)	✓	24 hours – 12 months, up to 3 years (national register)	✓✓ Both: time limits for poker, deposit / stake limits for sports betting, horse racing, poker	✓	✓
Germany	✓	12 months / max not collected	✓ (operators)	✓	3 months / permanent	✓✓ Both	✓	✗
Greece	✓	6 months / set by player	✓ (players' family, operators)	✓	1 / 24 months / permanent	✓✓ Both	✓	✗
Hungary	✓	3 months / 5 years	✓ (upon court order)	✓	1, 3, 5 years	✓✓ Both	✓	✓
Ireland	Unregulated	Unspecified	Unspecified					
Italy	✓	30 days / Permanent	✓ (operators)	✓	30 days – 90 days / Permanent	✓✓ Both	✓ (gambling office, operators)	✗
Latvia	✓	12 months	✗	✓	12 months	✓ Deposit	✗	n/a
Lithuania	✓	6 months / Permanent	✗	✓	6 months / permanent	✓✓ Both	✗	n/a
Luxembourg	✗	n/a	n/a	Unknown	Unknown		Unknown	Unknown
Malta	✓	Set by player	✓ (operators)	✓	Set by players	✓✓ Both	✓	✗
Netherlands	n/a	n/a	n/a	✓	Set by players NR (6 months) ⁵	✓✓ Both (mandatory set by players)	✓	✗
Poland	✓	Unspecified	✗	✓	3 months / max set by operators	✓✓ Both	✗	n/a
Portugal	✓	3 months / permanent	✓ (only upon court order)	✓	3 months / permanent	✓✓ Both	✓	✓
Romania	✓	Set by player	✗	✓	Set by player	✓✓ Both	✓	✓
Slovakia	✓	Unspecified	✗	✓		✓ Deposit	✗	Some individuals are barred from gambling by statute ⁷
Slovenia	Unspecified	Unspecified	Unspecified	✓	6 months / 3 years	✓ Deposit	✗	n/a
Spain	✓	Permanent only	✗	✓	Not answered	✓✓ Both	✓	✓
Sweden	✓	Set by operator	✗	✓	1 month / 12 month	✓✓ Both	✗	n/a
UK	✓	6 / 12 months	✗	Not included				

¹ Either national register or required to be offered by operators.

² Either national register or required to be offered by operators.

³ While there is no legal requirement to offer self-exclusion, all licensed operators offer this option to gamblers on a voluntary basis.

This requirement has already been proscribed in the law that will come into force on the 1st of January 2023 (Gambling Act).

⁴ Gambling operators are not required to offer self-exclusion as there is a state register where players can exclude themselves.

⁵ Provided nationally rather than individual gambling operators.

⁶ NR = National Register.

⁷ Those in receipt of social assistance, those diagnosed with compulsive gambling, university students on social scholarship.

REVOCABILITY OF SELF-EXCLUSION

	2018		2021	
	Revocation?	Conditions / min periods	Revocation?	Conditions / min periods
Austria	✓	Temporary – 24 hours / Permanent – 7 days	Unknown	Unknown
Belgium	✓	Upon expiry of 3 months	✓	Voluntary – application + 3 months; If excluded due to addiction – min 1 year, recovery, application
Bulgaria	n/a	n/a	n/a	n/a
Croatia	✓	None	✓	None
Cyprus	✓	7 days	✓	
Czechia	✓	7 days	✓	
Denmark	✗	12 months	✓ ✗	Temporary exclusion – irrevocable; permanent – year and 7 days
Estonia	✗	n/a	✗	n/a
Finland	✓	12+ 3 months cooling off period	✓	12 + 3 months cooling off period
France	✗	Temporary – irrevocable; permanent – 3 years	✗	Temporary – irrevocable, 3 years on national register
Germany	✗	Temporary – irrevocable / Lifetime – 12 months	✓	Written application to the relevant department
Greece	Unknown	12 months	✓	For indefinite self-exclusion only – only after 1 year has elapsed
Hungary	✓	Not permitted for exclusion under 180 days	✓	Vulnerable customers – self- exclusion of 1 year – irrevocable. Non vulnerable customers – 180 days must elapse
Ireland	Unspecified	Unspecified	Unspecified	Unspecified
Italy	Unknown	6 months + 7 days	✓ ✗	Temporary – irrevocable, only permanent can be revoked
Latvia	✗	Written application – 12 months	✓	Written application – 12 months
Lithuania	✓	6 months	✓	6 months
Luxembourg	n/a	n/a	Unknown	Unknown
Malta	✓	Temporary – 24 hours / Permanent – 7 days	✓	Temporary – 24 hours / Permanent – 7 days
Netherlands	n/a	n/a		
Poland	Unspecified	Unspecified	Unspecified	Unspecified
Portugal	✓	3 months + 1 month cool off	✓	3 months + 1 month cool off period
Romania	✗	6 months		
Slovakia	✓	6 months. Irrevocable if statutory bar applies	✓	6 months upon application. Irrevocable if statutory bar applies
Slovenia	Unspecified	Unspecified	✗	n/a
Spain	✓	6 months	✓	6 months (voluntary self-exclusion). Court order – irrevocable for the specified duration, or until cancelled by court
Sweden	Unspecified	12 months	✓	A minimum period of 12 months must elapse
UK	n/a	n/a		Not included

NATIONAL SELF-EXCLUSION REGISTERS

	2018		2021			
	National self-exclusion register?	Other details	National self-exclusion register?	Online portal?	Number of registrations	Other details
Austria	✗	n/a	✗	✗	n/a	n/a
Belgium	✓	Check on registration and login	✓	✓	37,536 players (31.12.20)	
Bulgaria	✗	n/a	✗	✗	n/a	n/a
Croatia	✗	n/a	✗	✗	n/a	n/a
Cyprus	✗	n/a	✗ ¹	✗	n/a	n/a
Czechia	✗	n/a	✓	✓	Approx. 200,000 people	Of those 200,000 only appr. 700 requested the registration
Denmark	✓	ROFUS (checks on registration and login)	✓	✓	25,176 (1.11.20)	
Estonia	✓	Estonian Tax and Custom Board register	✓	✓	11,294 (1.01.21)	Games of chance: 6,149; Toto (or sports betting): 3,435; Lottery: 1,710
Finland	✓ ✗	Finish monopoly keeps its own register	✓ ✗	✓	Unknown	Finish monopoly keeps its own register
France	✓	Registry of Banned Players. Checks on registration, changes to personal data and weekly	✓	✓	Unknown	
Germany	✓ (partial)	OASIS	✓	✗	43,948 (31.12.20)	Partial. Nationally was due to launch on 02.08.21
Greece	✗	n/a	✗ ²	✗	n/a	n/a
Hungary	✓	Player Protection Register	✓	✗	21,970	
Ireland	✗	n/a				
Italy	✓	AMD Register	✓	✓	Data not available	AMD Register via LoginSpid
Latvia	✓	Latvian Gambling Authority Register	✓	✓	14,667 (1.01.21)	
Lithuania	✓	Restricted Gambling Register	✓	✓	23,295 (1.11.21), 3,399 unique persons	
Luxembourg	✗	n/a	n/a	n/a	Unknown	
Malta	✗	n/a	✗	✗	n/a	n/a
Netherlands	n/a	n/a	✓	✓	Approx. 5,000 players	
Poland	✗	n/a	✗	✗	n/a	n/a
Portugal	✓	SRIJ Register of Banned Person. Checks on registration and daily	✓	✓	72,400 (31.12.20)	
Romania	✗	n/a	✗	✗	n/a	n/a
Slovakia	✓	Register of natural persons excluded from gambling	✓	✗	108,360 (28.02.21)	
Slovenia	✗	n/a	✓	✓	4,269 (01.01.21)	
Spain	✓	General Register of Gaming Access Ban	✓	✓	56,006 (2020)	
Sweden	✓	Checks upon registration and log-in	✓	✓	Approx. 60,000	Data from Spelpaus Statistik – Spelinspektionen
UK	✓	GamStop	Not included			

¹ In Cyprus, the NBA is in the process of creating the national self-exclusion register that should become available shortly.

² The National Self-Exclusion Register is not yet operational, but such creation has been prescribed by the Ministerial Decision of 24 July 2020 and it is intended that such register will become operational in Greece in 2022.

	2021		
	Does self-exclusion trigger specific contact	Prohibition to advertise to self-excluded customers	Requirement to display contact details / information of problem gambling on gambling websites?
Austria	✓ ¹	Unknown	✓
Belgium	✗ ²	✗	✓
Bulgaria	n/a	✗	✓
Croatia	✓ (helpline)	Unknown	✓
Cyprus	✗	Unknown	✓
Czechia	✗ ³	✗	✓
Denmark	✓	✓	✓
Estonia	✗	Unknown	✓
Finland	✗ ⁴	✗ ⁵	✓
France	✗	✓	✓
Germany	✓	✓	✓
Greece	✓	✓	✓
Hungary	✓	✓	✓
Ireland	Unknown	Unknown	Unknown
Italy	✗	✓ ⁶	✓
Latvia	✗	✓ ⁷	✗
Lithuania	✗	✗	✗ ⁸
Luxembourg	Unknown	Unknown	Unknown
Malta	✗	✓	✓
Netherlands	✓	✓	✓
Poland	✗	Unknown	✓
Portugal	✗	✗ ⁹	✓
Romania	✓	✓	✓
Slovakia	✓	✗	✓
Slovenia	✓	✗	✓
Spain	✓	✓	✓
Sweden	✗ ¹⁰	✓	✓

¹ Information and contact details must be provided on the basis of the player protection concept specified in the official notice of the granting of the license.

² The Belgian Gaming Commission does so voluntarily via the Gaming Commission's helpdesk or otherwise.

³ Gambling operators must inform the regulator of all self-excluded customers (disclosure requirements).

⁴ Finland does not impose such a requirement but in practice, Veikkaus informs players who wish to self-exclude of the Peluuri's helpline.

⁵ Such requirement is currently being proposed to be included in the draft Lotteries Act.

⁶ Gambling advertising is prohibited generically.

⁷ Gambling advertising is prohibited generically.

⁸ However, the relevant information must be included in the gaming agreement.

⁹ There is no legal prohibition on such advertising, but the Manual of Good Practices specifies that gambling advertising cannot be directed at vulnerable players.

¹⁰ Gambling operators have a duty of care which includes the requirement to counteract excessive gambling through continuous monitoring of gambling behaviour but there is no specific links with self-exclusion.

ENFORCEMENT BODIES AND PERMITTED ENFORCEMENT / CIVIL SANCTIONS¹

2021						
	Main enforcement body	Types of regulatory / administrative sanctions				
		Fines	License suspension or similar	License revocation or similar	Warnings	Others
Austria	Tax Authority	✓	✓	✓	Not listed	Personal prohibition on licensees
Belgium	The Gaming Commission; Public prosecutor	✓	✓	✓	✓	Criminal sanctions
Bulgaria	National Revenue Agency	✓	✓	✓	Not listed	Not listed
Croatia	Ministry of Finance – Tax Administration	✓	✓	✓	Not listed	Not listed
Cyprus	National Betting Authority	✓	✓	✓	✓	Not listed
Czechia	Custom Administration	✓	Not listed	Not listed	✓	Disqualification, confiscation of property, publication of the sanction
Denmark	Danish Gambling Authority	Not listed	Not listed	✓	Not listed	Notice of violation Reporting to the police Actions / Orders
Estonia	Estonian Tax and Custom Board	✓	✓	✓	✓	Not listed
Finland	The National Police Board	✓	✗	✗	Not listed	Lottery violations
France	ANJ: Autorite Nationale des Jeux	✓	✓	✓	✓	Reduction of a licence by a maximum of one year. Ban on applying for a new licence
Germany	Licence Issuer	✓	Not listed	✓	Not listed	Criminal sanctions
Greece	Hellenic Gaming Commission (HGC)	✓	✓	✓	✓	Not listed
Hungary	GSB	✓	✓	✓	✓	
Ireland	Unspecified					
Italy	The Custom and Monopolies Agency Through (Remote Gambling Office)	✓	✓	✓	Not listed	Not listed
Latvia	Lotteries and Gaming Supervisory Inspection	✓	✓	✓	✓	Not listed
Lithuania	Gaming Control Authority	✓	✓	✓	✓	Economic fines, ² suspension of officers
Luxembourg	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown
Malta	Malta Gaming Authority	✓	✓	✓	✓	Adding, removing or amending conditions attached to the licence, Criminal proceedings
Netherlands	The Netherlands Gambling Authority (Kansspelautoriteit)	✓	✓	✓	✓	
Poland	National Tax Administration Ministry of Finance	✓	Not listed	✓	✓	Not listed
Portugal	Instituto do Turismo de Portugal AND Servico de Regulacao e Inspecao de Jogos do Instituto	✓	✓	✓	✓	Additional penalties
Romania	National Gambling Office	✓	Not listed	Not listed	Not listed	Seizure of assets
Slovakia	Gambling Regulatory Authority; Ministry of Finance	✓	✓	✓ ³	✓ ⁴	Submission of special statement, announcement, and reports
Slovenia	Financial Administration of the Republic of Slovenia	✓	✓	✓	✓	Correction of irregularities
Spain	Directorate General for Gambling Regulation (online gambling)	✓	✓	✓	Not listed	Not listed
Sweden	Swedish Gambling Authority (Spelinspektionen)	✓	✓	✓	✓	

¹ Criminal sanctions have also been included if listed in the response by the respondent to the survey.

² Economic fines can be applied by GCA since 2021, previously only courts had the right to impose such sanctions.

³ The discontinuation of the unauthorised activity or prohibited activity.

⁴ A measure for the elimination and rectification of the shortcomings found including the time limit for its fulfilment and the duty to inform the Authority on its fulfilment within the specified time limit.

VOLUME AND TYPES OF REGULATORY SANCTIONS

	Number of regulatory sanctions		Most common sanctions	Most common contraventions	Regulatory registers
	2019	2020			
Austria	0	0	n/a	n/a	✗
Belgium	37	24	Administrative fines, warnings, licence suspension	Offering gambling unlawfully, allowing gambling on credit, allowing minors to gamble	✗
Bulgaria	No data	No data	No data	Unknown	Unknown
Croatia	No data	No data	No data	Unknown	Unknown
Cyprus	197	335 ¹	Warnings, fines, suspension of licence	Employment of non-authorised employees, offering gambling unlawfully	✗ ²
Czechia	815m since 2017		Fines ³	Offering unlawful gambling ⁴	✓
Denmark	55	79	Notice of violation, reporting to the police, orders	Violation of the marketing rules, violation of the certification programme, variation of violation of gambling legislation	✗
Estonia	0	0	n/a	n/a	Unknown
Finland	1	3	n/a	Ban issued against running of fantasy sport in 2019 without the right to operate	✗
France	No data	No data	n/a	n/a	✓
Germany	0 ⁵	0	n/a	n/a	✗
Greece	2	29	No data	Breaches of gambling advertising rules, granting of incentives contrary to the rules	Unknown
Hungary	2	9	Warning, fines, obliging operators to comply with conditions	Derogation from the approved game plan, failing to provide appropriate remote access to the operator's sever, inappropriate applying of player protection measures	Partial ⁶
Ireland					
Italy	No data	No data	Fines, suspension, removal of permission to operate	Non-payment or late payment of tax and duties, non-renewal of insurance policies, offering gambling without appropriate licence (e.g. due to remote gambling operators offering land-based gambling without a separate licence)	Unknown
Latvia	8	8	Fines, warnings	Illegal lottery on gambling services, winning pay-out violations, non-compliance with identification requirements, allowing self-excluded customers to gamble	Unknown
Lithuania	21 ⁷	11 ⁸	Fines, warnings	Illegal advertisement, breaches of compliance rules / gaming regulations, allowing self-excluded customers to gamble.	✓
Luxembourg					
Malta	69	108	Administrative fines, warnings, cancellations	Breach of gaming authorisation and compliance directive, breach of Commercial Communication Regulations, breach of the Player Protection Directive	✓
Netherlands	Approx.15	Approx. 10	Fines, warnings, suspensions, revocation of licence	Offering gambling unlawfully, advertising unlicensed gambling, violations of gambling advertising rules	✓
Poland	No data	No data	n/a	n/a	✗
Portugal	No data	No data	Fines	Permitting banned players to gamble	✗
Romania	544	No data	Fines	Unknown	✓
Slovakia	75 ⁹	335 ¹⁰	Measures to eliminate shortcoming in operations, offering gambling unlawfully (without a licence)	Unknown	Unknown
Slovenia	0	0	n/a	n/a	No data
Spain	22	n/a	Unknown	Allowing banned persons to gamble, participating in gaming activities in contravention of bans, offering gambling unlawfully, using unapproved or unauthorised system	✓ ¹¹
Sweden	25	10	Warning, fines, remarks	Breach of bonus regulation, offering gambling unlawfully, allowing minors to gamble	✓ ¹²

¹ 20 warnings to the operators; 218 warning to authorised agents; 97 fines.

² Under consideration from the NBA whether it should be included in the financial results.

³ Unconfirmed.

⁴ Unconfirmed.

⁵ No private operators until 2020.

⁶ GSB discloses information about blocked illegal gambling operators on its website.

⁷ In Lithuania in 2019, 59 investigations have been performed with 21 protocols of administrative violations.

⁸ In Lithuania in 2021, 30 investigations have been performed with 11 protocols of administrative violations.

⁹ 67 calls to stop providing the prohibited offer, 8 orders of court for the operation or promotion of prohibited offers.

¹⁰ 318 calls to stop providing the prohibited offer, 17 orders of court for the operation or promotion of prohibited offers.

¹¹ Actividad - Ordenación del Juego.

¹² Beslut aktörer - Spelinspektionen.